TrainingFinder Real-time Affiliate Integrated Network (TRAIN) User Handbook

Version 2.0 (2/6/06)

Public Health Foundation

Public Health Foundation

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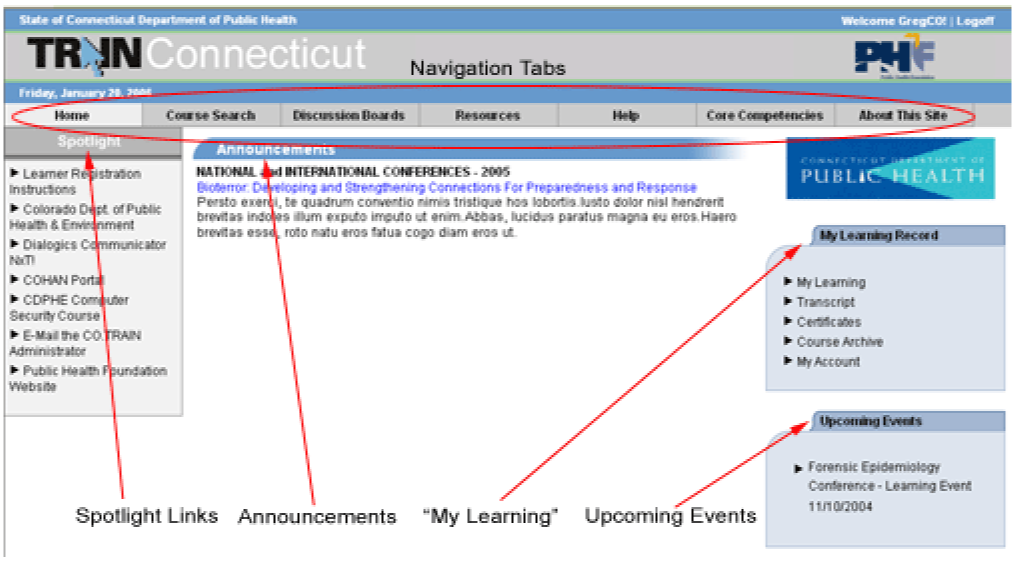
About This Handbook

This Public Health Foundation (PHF) handbook in indended for all general users of TRAIN. This document covers all basic information needed to effectively use TRAIN and manage your on-line learning. If you have any questions regarding the contents of this document, or if this document does not answer any additional questions you might have, contact your state TRAIN Administrator, PHF, or KMi (see "Getting Support" for contact information).

TRAIN Basics

The TRAIN Homepage

As the illustration above shows, navigating through the TRAIN website is simple and straightforward. The **Navigation Tabs** appears on every page of the TRAIN site and allows for consistent and easy access to the major areas of TRAIN.



The TRAIN Homepage also allows the user to access **Spotlight Links**, which highlight information that the user may find useful, **Announcements**, which show upcoming courses or highlighted events, **My Learning Record**, which allows the user to access their account information, and **Upcoming Events**, that list events the user may participate in.

Understanding Groups

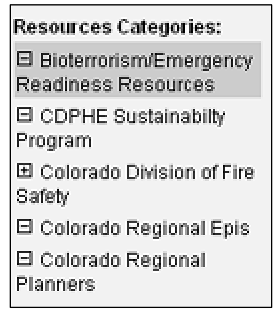
Everyone enrolled in TRAIN belongs to at least one group. With each group membership comes access to different resources including Announcements, Discussion Boards, Resources, and Courses as assigned by an administrator.

In the example shown on the right, a user enrolled in Craig County, for example, will be able to see announcements for Craig County, the Alleghany region, and Virginia. That same user would *not* be able to see announcements for other counties or regions.

Group Structure

List Menus

Throughout the site, you will encounter left side menus. A plus sign (+) to the left of a list item indicates there are subcatagories, while a minus sign (-) indicates that there are none. You may reveal any subcategories by clicking the plus sign.

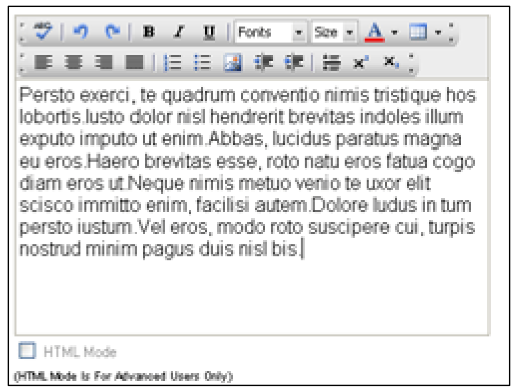


Administrative List

Entering Text

There are a number of pages on your TRAIN site where you have the ability to enter blocks of text. The text entry form for these pages has the look and functionality of popular word processing programs.

Using this form, you can spell-check, copy and paste, insert pictures, and format text.

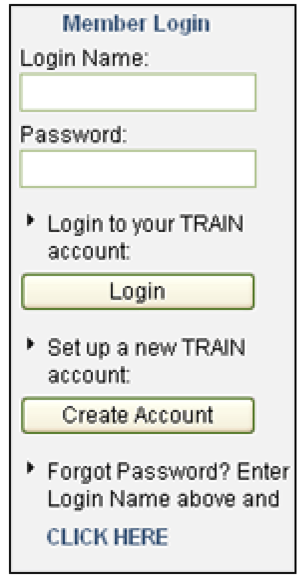


Entering Text

If you have HTML experience, you may wish click on the “HTML Mode” check box to view and edit the coding behind your text.

Basic Information about Your Account

How to Create Your Own Account



Creating an Account

1. Go to your TRAIN site.
2. Click on “Create Account,” which appears underneath the login box on the left hand side of the page.
3. You will first need to agree to the TRAIN policies. You may access each policy by clicking it. You must agree with these policies before you may proceed with registration.
4. Fill out all the necessary information on the subsequent pages. Required fields are indicated with a red asterisk (*).

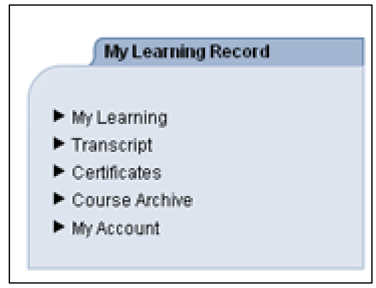
   Note: Do not hit the “Back” button at any time during the registration process.
5. Answer the two secret questions at the bottom of the page with easily-recallable, one-word answers. If you forget your passowrd, you will be asked to answer these questions as a security measure during the password retrieval process. **Please take this step seriously.**
6. If you would like to get email updates about TRAIN, click the “Notification” checkbox.
7. If you are registering on the National site, you will first choose which state you are located in.
8. Next, you will be asked to select the state group that you belong to. You may update and change your group assignment at a later date, if you so choose.
9. Next, you will be asked to provide your location, job role and additional professional information. Selectt between 1 and 3 professional roles that best match your job description. If you select “Other,” please type your specialization in the space provided.
10. Next, select between 1 and 3 settings that best fit your work environment.
11. Finally, additional demographic information will be requested. This information is **not** required for registration. Click “Continue” to finish regitering for TRAIN.

Note: Some states may require additional information to be entered during the registration process. If you have questions, please contact your state TRAIN Administrator.

“My Learning Record”

1. Your personal course registrations, certificates, and general TRAIN history are all managed through the “My Learning Record” interface.

2. Your “My Learning Record” contains the following links; My Learning. Transcript, Certificates, Course Archives, My Account. You may access these categories by clicking them.



The “My Learning Record”

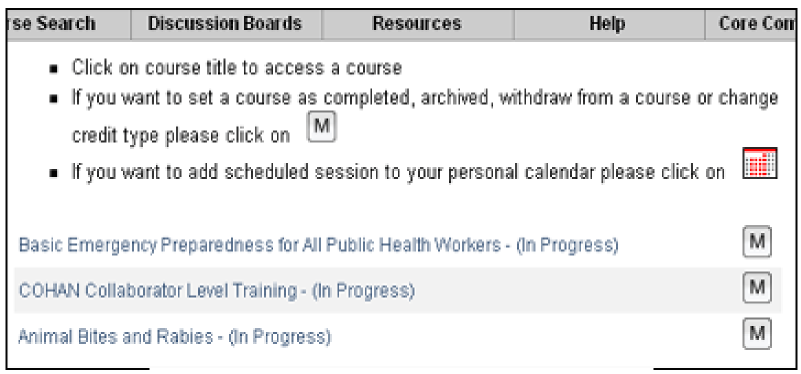
“My Learning”

Your “My Learning” contains all of your active Course Registrations. Each Course Registration will be displayed by:

1. The Name of the Course

2. The “Status” of the Course

3. A “Management” link for the course.



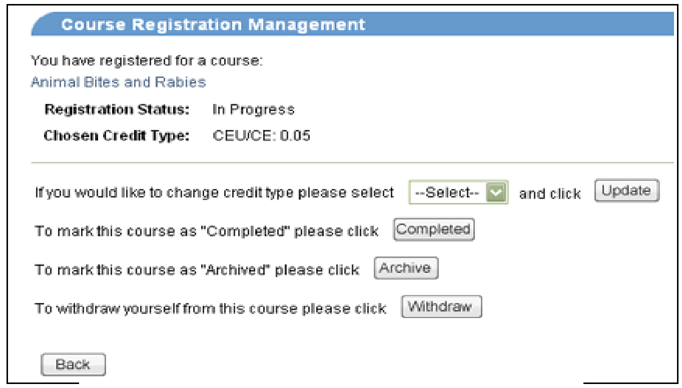
My Learning

The Status of each course in your My Learning depends on a number of factors. For example, a course might requre you to get approval for a course or take a Pre-Assessment. In either of these cases your “Status” will be “Approval Pending” or “Pre-Assessment Pending”, respectively. Once you have met any registration requirements and have been placed into the Class Roster, your course “Status” will be “In Progress” until the course has been completed. From the My Learning screen you are also able to add Course Session information to your Personal Calendar by clicking the Calendar Icon next to the Course Name.

Note: Not all states have the Personal Calendar feature. Contact your state TRAIN Administrator for more information.

The “Management” link allows you to update your progress for each course in your My Learning. To manage a particular course, click the “M” icon to the right of the Course Name. The

Course Registration Management screen allows you to: view your Registration Status, view, and update your selected Credit Type, mark your course as “completed”, mark your course as “archived” or withdraw from a course. If you wish to change your Credit Type,

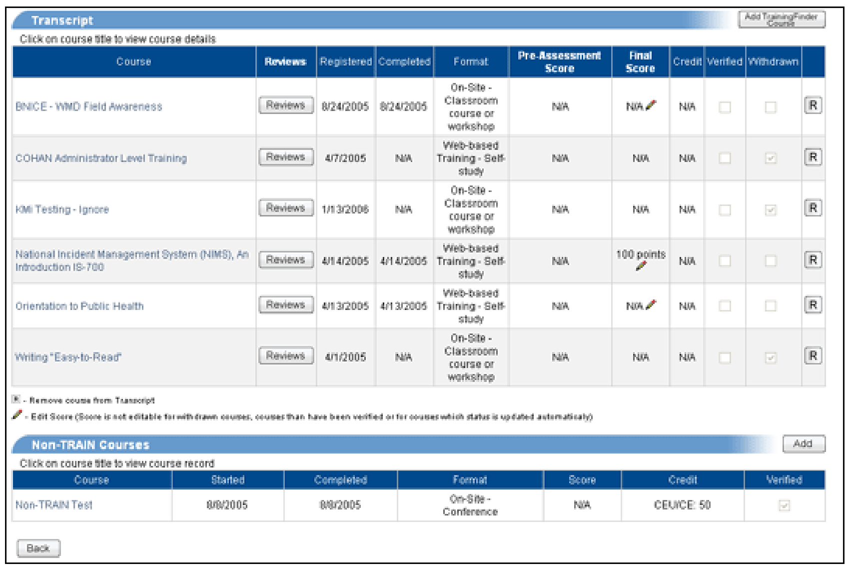


Course Management Screen

simply select the credit type you wish to apply to the course from the Credit Type dropdown, and click “Update”. To mark the course as completed or archived, or to withdraw from the course, click the corresponding button.

“Transcript”

The Transcript contains all of your Registered Course Records, as well as any Non-TRAIN Courses that you wish to enter into your account.



Course	Reviews	Registered	Completed	Format	Pre-Assessment Score	Final Score	Credit	Verified	Withdrawn	
BNICE - WMD Field Awareness	Reviews	8/24/2005	8/24/2005	On-Site - Classroom course or workshop	N/A	N/A	N/A			R
COHAN Administrator Level Training	Reviews	4/7/2005	N/A	Web-based Training - Self-study	N/A	N/A	N/A			R
KMI Testing - Ignore	Reviews	1/13/2006	N/A	On-Site - Classroom course or workshop	N/A	N/A	N/A			R
National Incident Management System (NIMS), An Introduction IS-700	Reviews	4/14/2005	4/14/2005	Web-based Training - Self-study	N/A	100 points	N/A			R
Orientation to Public Health	Reviews	4/13/2005	4/13/2005	Web-based Training - Self-study	N/A	N/A	N/A			R
Writing "Easy-to-Read"	Reviews	4/1/2005	N/A	On-Site - Classroom course or workshop	N/A	N/A	N/A			R

- Remove course from Transcript

- Edit Score (Score is not editable for withdrawn courses, courses than have been verified or for courses which status is updated automaticaly)

Non-TRAIN Courses

Add

Click on course title to view course record

Course	Started	Completed	Format	Score	Credit	Verified
Non-TRAIN Test	8/8/2005	8/8/2005	On-Site - Conference	N/A	CEU/CE: 50	

Back

Transcript

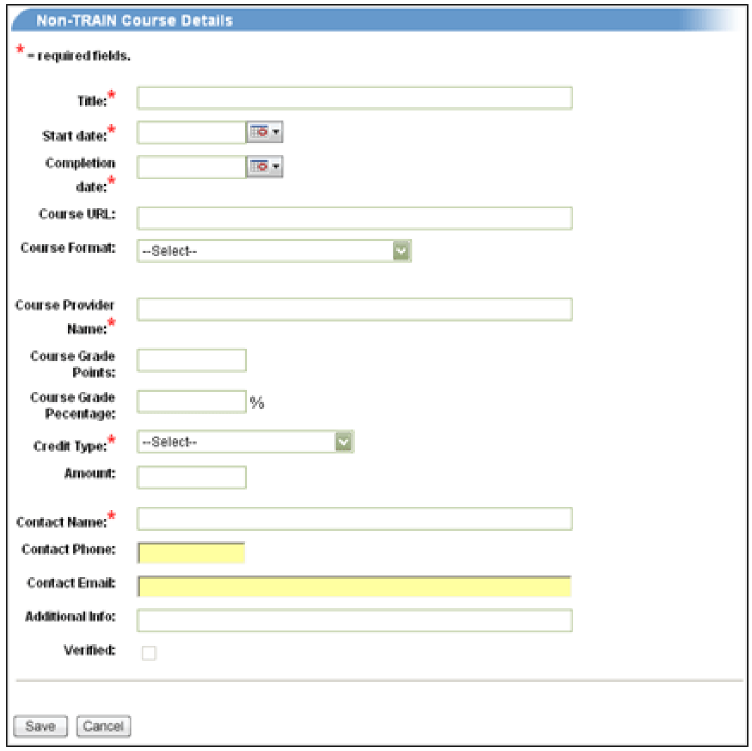
For each TRAIN Course in your Transcript you are given the following information: Course Name, Reviews, the Registration Date, the Completion Date, the Course Format, your Pre-Assessment Score, your Final Score/Post Assessment Score, any Credit you may have received and whether you have been verified or withdrawn from the course. If you wish to access a course, click the course title. You may view your assessments by clicking the status link next to the assessment score.

Adding Non-TRAIN Courses

TRAIN allows you to enter course information on course that you might have completed outside of TRAIN in order to help you keep track of your complete learning record. In order to add a Non-TRAIN course to your Transcript:

1. Click the “Add” button to the right of the Non-TRAIN Courses header.
2. Next, fill in the resulting form.
3. When you have finished entering the course information, click “Save”.
4. The course will be displayed in your transcript under “Non-TRAIN Courses”

Non-TRAIN courses must be Verified by an Administrator. Once an Administrator has verified the information, you will not be able to make changes to the entry.



Non-TRAIN Course Information

Adding TRAIN Courses you Have Already Completed

If there is a TRAIN course that you have completed, you may add the course to your Transcript without having to register for and re-take the course. To add a TRAIN course to your Transcript:

1. Click the “Add TrainingFinder Course” button to the right of the “Transcript” header.
2. Select the Course Name from the “TrainingFinder Course” dropdown and click “Next”
3. Enter “Completion Date” and Completion Score (if applicable) in points or percentage.
4. Click “Finish”.
5. The course will be displayed in your Trainscript along with any other TRAIN Courses you have registered for. However, it must also be Verified by an Administrator.

“Certificates”

Some courses on TRAIN offer Certificates upon completion of the course. Any certificate you earn through TRAIN will be stored in your Certificates page.

Certificates

Click on course title to view certificate

Course	Registered	Completed	Type	Format	Score	Credit
Crisis and Emergency Risk Communication Online Workshop	1/6/2005	4/13/2005	TRAIN Certificate of Attendance	Web-based Training - Self-study	%	Not Available
TRAIN Administrator Training: Web Archive 03/2005	4/13/2005	4/13/2005	TRAIN Certificate of Attendance	Webstream/Archived Webcast	%	Not Available

Back

To view a certificate, click the Course Title. The Certificates list contains the following information:

1. Registered: the day you registered for the course
2. Completed: the day you completed the course.
3. Type: the type of certificate earned.
4. Format: the format in which the course was presented.
5. Score: your score, if applicable.
6. Credit: any earned credits by completing the course.

“Course Archives”

Your Course Archives is a repository for any courses that you have chosen to stop taking or had your registration request declined. If you wish to re-activate any course, click the “Resume” button and it will be moved back into your My Learning.

“My Account”

All of your personal account information is accessable through your My Account pages. You are able to modify and update your account settings at any time.

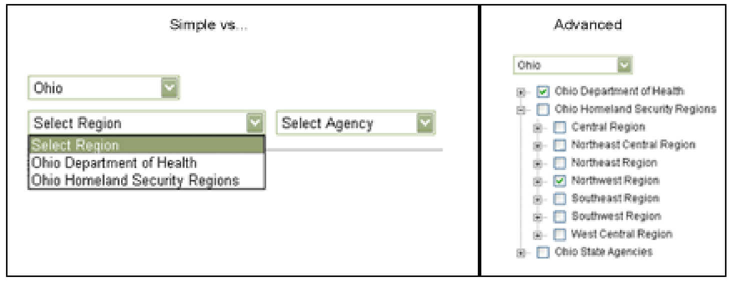
Updating your Personal Information

1. Click “My Account”.
2. Edit or update any text field. You may also modify or update your password questions and answers, as well as subscribe and un-subscribe to the Site Updates email.
3. When you have finished your changes, click “Save”.

Updating your Group Assignment

You may change your group assignment, or add additional group assignments, simply:

1. Click “My Account”
2. Click the “Groups” tab
3. Your current grouping assignment will be displayed in either “Simple” or “Advanced” mode. You may use either mode to change your group assignments, but you will need to use the Advanced mode in order to select multiple group assignments.



Grouping Assignments: Simple v. Advanced

4. To change modes, simply click the radio button for “Simple” or “Advanced”.
5. In “Simple” mode, simply choose the appropriate group names as directed by the on screen prompts and the dropdown content.
6. In “Advanced” mode, click any ‘+’ icon to open a grouping level to view the subgroups of that level. Place a check in the Checkbox of any group to be assigned to that group.
7. Click “Save and Back” when finished.

Updating your “My Profile”

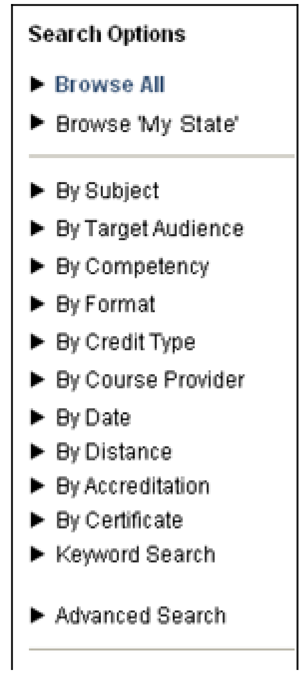
If at any point in time to you to add, modify, or remove certain aspects of your user profile, simply:

1. Click “My Account”
2. Click the “My Profile” tab
3. Select the category from the User Attributes Category dropdown. The screen will refresh automatically.
4. Make any updates or changes needed, and click “Save and Back” to finalize your changes.

Using TRAIN

How to Search for Courses

1. Click on the “Course Search” tab, located in Navigation bar.
2. On the resulting page, select the appropriate criteria for your search from the menu that appears on the left hand side of the page, or select “Search” or “Browse” by clicking the appropriate icon in the body of the page.
3. Next, either select your search variables from the list or enter your search query in the field provided. You may select multiple variables by holding down the Control key while making your selection.
4. Once you have entered your search criteria, click “Search” and the screen will refresh with the results of your search.
   Note: If you belong to more than one state grouping, the Browse My State option will display courses blonging to all of your state groups.



Search Options List Menu

How to Save Search Criteria

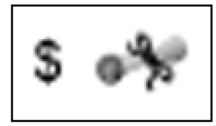
1. If you would like to save your search criteria, click the “Save Criteria” button located next to the “Search” button at the bottom of the search option menu, or at the top or bottom of the search results page.
2. You will then give your search a name, and decide if you would like to be notified via email when new courses that match your search criteria are entered into TRAIN.
3. To access your saved searches, click the “Saved Search Criteria” link at the bottom of the Search Options list.
4. To run the search again, click the name of the search criteria.
5. To edit the search criteria, click the Pencil icon next to the search name. Adjust the form as necessary, and click the Disc icon to save your changes, or click the Strike-Through Pencil icon to cancel your changes.

6. To delete a search, simply click the corresponding Blue X icon.

Note: "Advanced Search" allows you to combine several criteria in one search. For your convenience, you can also save sets of criteria for future searches by clicking the appropriate button on the Advanced Search page.

How to Register for a Course

1. Locate your desired course either by using the method outlined in "How to Search for Courses" or by clicking on "Course Search," followed by "Browse All" to look through the list of courses.



"Cost Associated" and "Credit Offered Icons

2. Each course displayed on the Course List page will provide the following bits of information; the Title, the Course Provider, the Format, any Ratings that have been entered by other users, and icons that designate if the course has an associated cost and if any credit is offered.

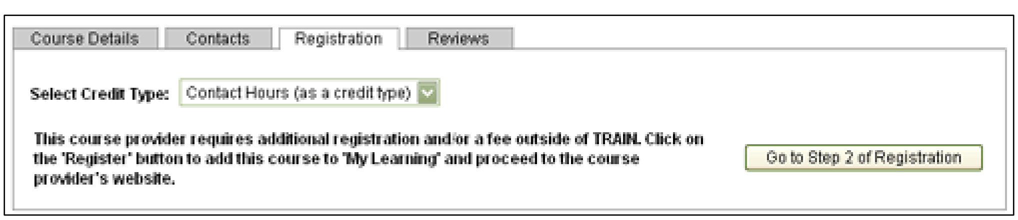
3. To get more information on any course displayed in the course list, click the Title of the course.

4. The Course Details screen will present you with four tabs; Course Details, Contacts, Registration, and Reviews.

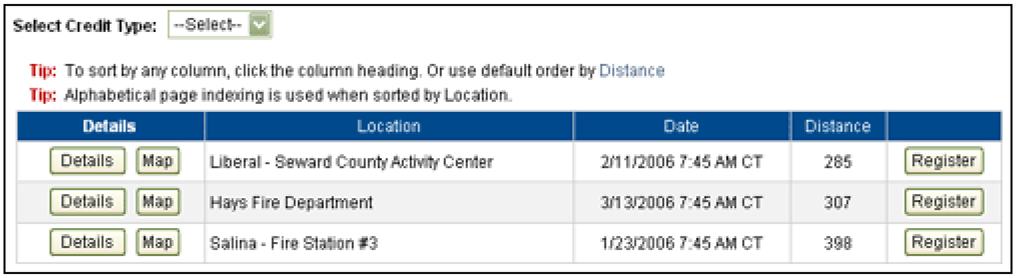
    a. Course Details: this tab will display all of the basic information about the course, including format, cost, description, target audience, skill level, and more.

    b. Contacts: if you have any questions pertaining to the course you will be provided with the name, phone, and email of who best to contact.

    c. Registration: Depending on the course, you may be allowed to immediately register for or launch the course. However, it may be necessary to wait for approval from the course provider or administrator. If additional steps are required prior to completing registration, information about the requirement will be given on the registration tab and the "Register/Launch" button will be replaced by "Go to step 2 of Registration".



Courses may also have a number of **Sessions**. A **Session** is an offering of the course in its entirety.


Select Credit Type: --Select--

Tip: To sort by any column, click the column heading. Or use default order by Distance
Tip: Alphabetical page indexing is used when sorted by Location.

Details	Location	Date	Distance	
Details Map	Liberal - Seward County Activity Center	2/11/2006 7:45 AM CT	285	Register
Details Map	Hays Fire Department	3/13/2006 7:45 AM CT	307	Register
Details Map	Salina - Fire Station #3	1/23/2006 7:45 AM CT	398	Register

To view the details of a particular session, click the "Details" button for the session. You will be presented with all information available for the session, including the seats available, the registration deadline, days the session takes place as well time and location of each schedule. Click "Back" to return to the Course Registration Tab

In order to register for a particular session, simply click the "Register" button for the session (or the "Step 2.." button).

Waitlist Registration

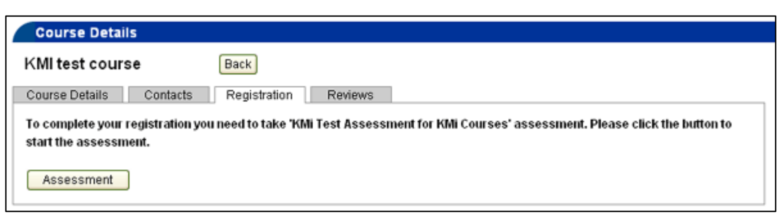
Some courses on TRAIN offer Waitlist registration after the session has reached maximum capacity. To add yourself to the waitlist of a full session, simply click the "Add to Wait List" button. You number in the waitlist will depend on when you click the "Add" button. If a seat opens up for you, you will be notified via email. At that point you may go to the Course Management screen and register for the seat available to you. You will NOT be automatically enrolled.

How to take Assessments & Evaluations

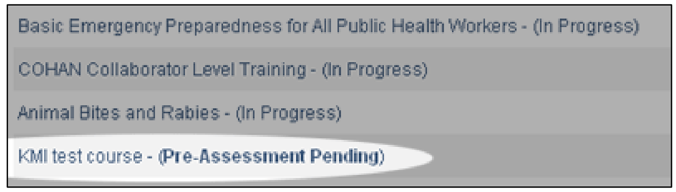
Taking Assessments

Pre-Assessments:

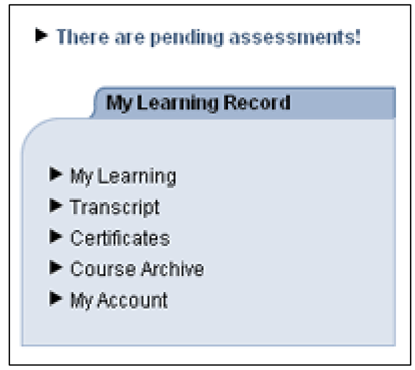
1. Assessments are always mandatory. Therefore when you register for a course that has a pre-assessment, you must complete the assessment before you are considered registered.
2. There are a number of locations where you will be instructed to complete the Pre-Assessment:
   a. On the course "Registration" tab.



b. In the your "My Learning"



c. On the home page, above the "My Learning Record"

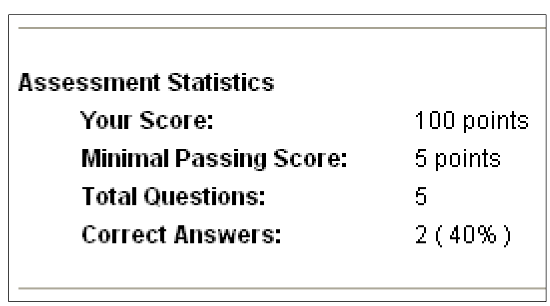


3. In order to launch the Pre-Assessment, you must click the "Assessment" button, which is located on the Registration tab and in the Course Registration Management. The Assessment will open in a new window. Click the "Start Assessment" button to begin the test.

4. You have a limited number of Attempts to complete the assessment. An attempt begins when you click the "Start Assessment" button, and ends when you answer the last question. If you are unable to complete the assessment and need to return to TRAIN and click the "Start Assessment" button again, you will begin your 2nd attempt. Contact the Course Provider if you have any questions concerning the number of attempts for your pre-assessment.

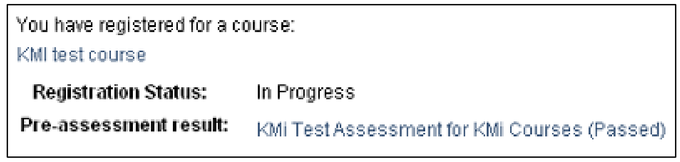
5. Certain Assessments will also place a time limit on the test. You will be able to complete the assessment if you exceed the time limit, but the Course Provider will take this into account when grading your Assessment.

6. You will then answer each question to the best of your knowledge and click "Next" to proceed to the next question. Upon completion of the Assessment, you will be given their a score if the assessment has a point value, or a "Pending" status. In you receive "Pending", an Administrator will review your assessment and manually pass or fail you.



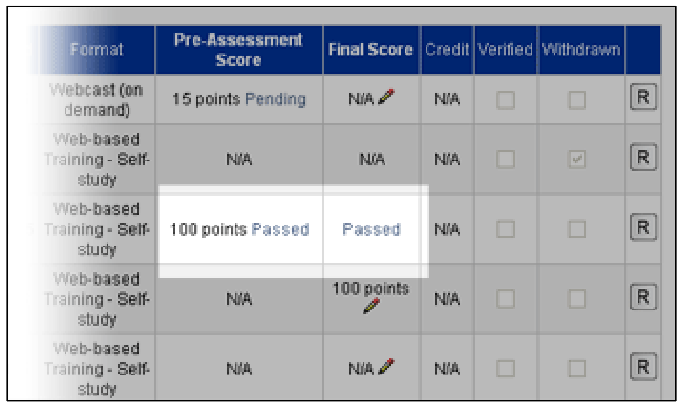
7. Once the Pre-Assessment has been completed, the registration is considered complete and your registration status is moved to “In Progress”.

8. If at any time you wish to review your Pre-Assessment test you can do so simply by going to the Course Management screen while the course is “In Progress” or the Transcript once the course has been “Completed”. On the Course Management screen, simply click the name of the Assessment to open and review. On the Transcript, click the “Status” name (pending, passed, or failed) to open and review.



Above: Pre-Assessment link in “My Learning”

Below: Pre-Assessment and Post-Assessment links in “Transcript”



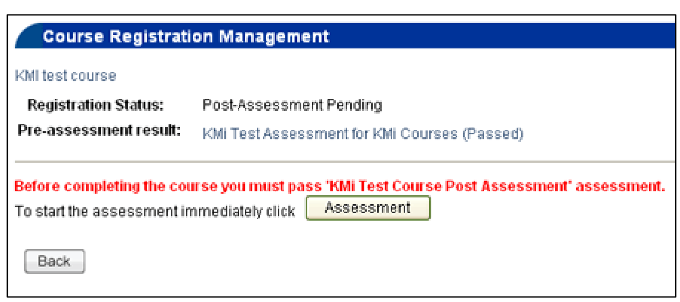
Format	Pre-Assessment Score	Final Score	Credit	Verified	Withdrawn	
Webcast (on demand)	15 points Pending	N/A	N/A			R
Web-based Training - Self-study	N/A	N/A	N/A			R
Web-based Training - Self-study	100 points Passed	Passed	N/A			R
Web-based Training - Self-study	N/A	100 points	N/A			R
Web-based Training - Self-study	N/A	N/A	N/A			R

Post-Assessments:

1. Any Post-Assessment must be completed before the course status can be marked “Completed” and the course moved to your Transcript. Once you have gone to the Course Management screen and clicked “Complete” you will be prompted to take the Post-Assessment.

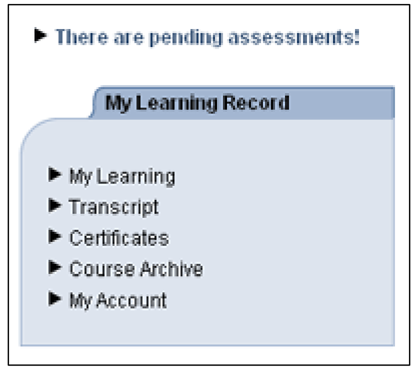
2. There are a number of locations where you will be instructed to complete the Post-Assessment:

   a. Immediately after clicking “Completed” on the Course Registration Management screen.



   b. In your “My Learning”

c. On the home page, above the “My Learning Record”



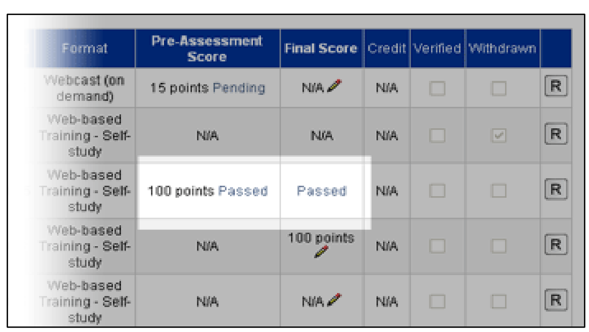
3. You have a limited number of Attempts to complete the assessment. An attempt begins once you have clicked the “Start Assessment” button, and ends when you have answered the last question. If for some reason you are unable to complete the assessment and need to return to TRAIN, click the “Start Assessment” button again to begin your 2nd attempt. Contact the Course Provider if you have any questions concerning the number of attempts for your post-assessment.
Due to the limit placed on attempts, some Course Providers will provide a Practice Post-Assessment, which behaves exactly as the final post-assessment. If a Practice Post-Assessment is available to you, you may take the test as many times as you wish.

4. Certain Assessments will also place a time limit on the test. You will be able to complete the assessment if you exceed the time limit, but the Course Provider will take this into account when grading your Assessment.

5. Answerr each question to the best of your knowledge and click “Next” to proceed to the next question. Upon completion of the Assessment, you will be given their score if the assessment has a point value. In you receive “Pending”, an Administrator will review your assessment and manually pass or fail you.
Some Course Providers will allow an “Open Book” post-assessment for Online courses. This allows you to launch the online course for reference until the post-assessment is completed.

6. Once the Post-Assessment has been completed, your registration status is moved to “Completed”, and the course is moved into your “Transcript”.

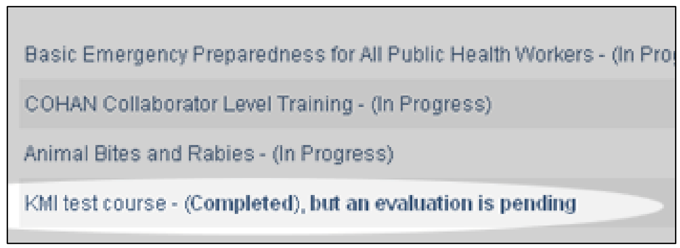
7. If at any time you wish to review your Post-Assessment test you can do so by going to the Transcript once the course has been



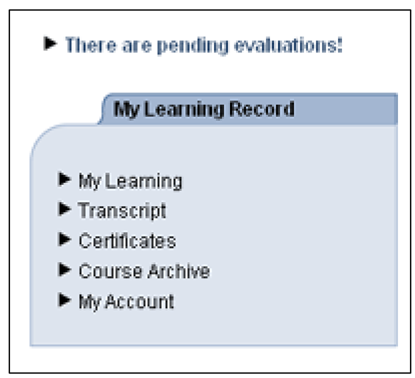
"Completed". On the Transcript, click the "Status" name (pending, passed, or failed) to open and review.

Taking Evaluations

1. Evaluations are very similar to Assessments, but evaluations are not always mandatory.
2. For a mandatory Evaluation, you must complete the Evaluation before the course will be considered complete and moved into your "Transcript".
3. There are a number of locations where you will be instructed to complete an Evaluation:
    a. On the course Registration Tab.
    b. In the your "My Learning"



    c. On the home page, above the "My Learning Record"



4. If an Evaluation is not mandatory, the course will be moved directly into you transcript. You will then be able to take the evaluation at any time by clicking the Evaluation name from your "Transcript". There will also be a "Pending Evaluations" link on the home page.

How to Launch a Course for which you are Already Registered

1. Log on to your TRAIN site.
2. Click "My Learning" from the "My Learning Record" box.

3. On the resulting page, you will see a listing of all courses for which you are currently registered.

4. To launch a course, click on its title.

5. To change the status of any of the courses you are registered for, click the “M” icon next to a course title.

How to Post a Review of a Course

1. Log on to your TRAIN site.

2. Locate your desired course using the steps outlined in “How to Search for Courses” above. If you would like to review a course that you are currently enrolled in, you may do so from the “Transcript” page located in “My Learning Record”.

3. From the “Reviews” tab on the Course Details screen, click the “Add” button.

4. Fill out the form, including quality, rating, title, and comments.

   Note: If you would like your review to be posted anonymously, uncheck the “Show name” box.

6. Click “Submit” to finish posting the review, or “Cancel” to go back without saving your entry.

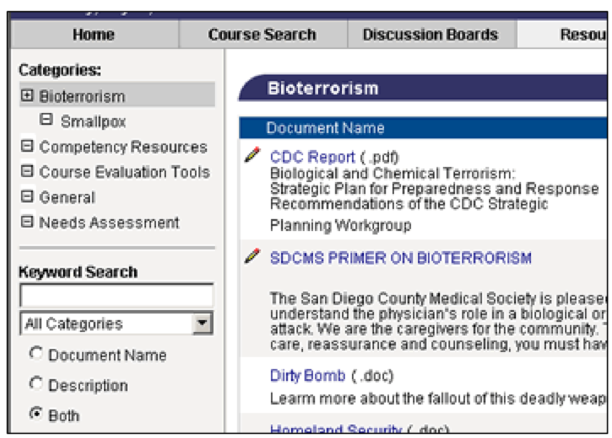
How to Use the Resources Area

1. Log on to your TRAIN site.

2. Click the “Resources” tab, located in the Navigation Tab bar.

3. On the resulting page, you have several options:

   a. To locate a resource, choose from the categories listed in the menu on the left hand side of the page or use the “Search Documents by Keyword” function.



Resource Page

   b. To view a resource, click on the title of the document you wish to view.

   c. To add a resource:

i. Click on the “Add Resource” button.

ii. On the resulting page, fill in the necessary information in the fields provided. To use HTML coding, click the “HTML Mode” box.

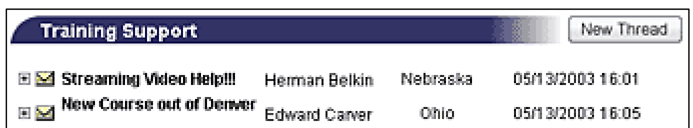
iii. To Upload a document, select the “Upload Document” button and type in the path of your document or click “Browse…” to locate the document on your computer.

iv. To create a link to a website, select the “URL to Browse” button and type the address of the website in the field provided.

v. Click “Save” to finish adding the resource.

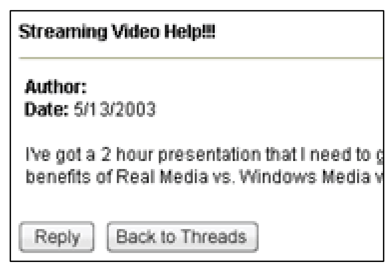
How to Use the Discussion Boards

1. Log on to the TRAIN site.
2. Click the “Discussion Boards” tab, located in the Navigation Tab bar.



Discussion Threads

3. On the resulting page, you have several options:
   a. To view different “Discussion Topics,” choose from the list of topics available in the menu on the left hand side of the page.



Reading and Replying to Messages

   b. To view a message, click on the title of the message.
   c. To view a reply to a message, click the ‘+’ icon next to the thread title. Or, click the blue arrow located in the top right hand corner of the message while viewing the message.
   d. To reply to a message:
      i. Click the “Reply” button while viewing the message.
      ii. On the resulting page, fill in the necessary information in the fields provided. To use HTML coding, click the “HTML Mode” box.

iii. To upload a document, select the “Upload Document” button and type in the path of your document or click “Browse…” to locate the document on your computer.

e. To expand a discussion, click on the plus sign (+) next to the discussion thread.

f. To create a new thread (or a new discussion), click on the “New Thread” button while viewing the discussion boards. Enter the necessary information and click “Submit”.

g. To go back to the main page of the discussion topic, click on the “Back to Threads” button.

Spotlight Links

On the Home page of TRAIN, you will notice various links under the heading of “Spotlight” to the upper-left of the screen. These links are provided by PHF and your state TRAIN Administrator. If you have any questions about the links provided, contact either PHF or your state TRAIN Administrator.

Upcoming Events

Course Providers MAY display sessions for their courses in the “Upcoming Events” box, located under your “My Learning Record”. Clicking the title of a course will take you directly to the Course Details page. This is a good way of finding upcoming courses that are available to you.

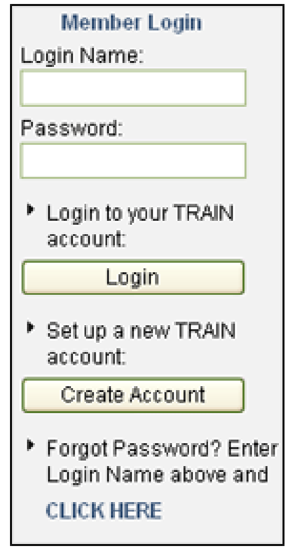
How to Request the Role of Course Provider

If you would like to post courses to the TRAIN website,:

1. Log on to your TRAIN site
2. Click “My Account” from the “My Learning Record” box located on the right hand side of the page.
3. Scroll to the bottom of the page and click on “Request to Become a Course Provider.”
4. Fill in the subsequent form as completely as possible and click “Save.”
5. Your request will be reviewed by the Administrator in charge of Course Provider Approvals. You will be informed of their decision via e-mail.

What to Do if You Forget Your Password

1. Go to your TRAIN Login page.
2. Enter your login name in the "Login Name" field.
3. Click on the "CLICK HERE" link, below the "Create Account" button."
4. You **will** be asked to respond to the two secret questions which you previously answered when registering for TRAIN.
5. Your password will be displayed to you on screen. It will not be e-mailed to you.
6. If you are unable to remember your password answers, contact your state TRAIN Administrator, or support@train.org.



Retrieving your Password

Getting Support

Contacting Your State Administrator for Technical and Non-Technical Support

State-specific contact information can be found within TRAIN:

- Log into TRAIN
- Click the "Help" tab.
- Click "Contacts" in the left-hand navigation.
- Click "Affiliate Contacts"
- Select the approprate Contact based on the information provided.

Contacting PHF for Non-technical Support

1. E-mail PHF at training@phf.org with questions and/or requests for support..

Contacting KMi for Technical Support

Technical support is provided by KMi staff and is available in the following formats:

- **Phone:** (614) 224-0664 ext. 202
    - **Hours:**
      Monday-Thursday: 7:00 AM (EST) - 12:00 AM (EST)
      Friday: 7:00 AM (EST) - 8:00 PM (EST)
      Saturday: 12:00 PM (EST) -6:00 PM (EST)
      Sunday: 6:00 PM - (EST) 12:00 AM (EST)
- **Email:** support@train.org

KMi's General Contact Information:

- Address: 330 West Spring Street, Suite 110
  Columbus, Ohio 43215 USA
  Phone: 614.224.0664
- Email: support@kmionline.com